

W-01303A-08-0227
SW-01303A-08-0227



0000089732

ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72136

Date: 10/15/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Cecil Last: Burnette

Account Name: Cecil & Susan Burnette

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Bullhead City

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

10/15/08 Docketed under W-01303A-08-0227

MOHAVE WATER DISTRICT

Cecil Burnette

Phone (Home): [REDACTED]

Alternate Phone (Daytime): [REDACTED]

Email: [REDACTED]

Name of Utility Co.: Arizona American Water

Name on Bill: Susan L. Burnette

Account Number: [REDACTED]

Company Contacted: Yes

Arizona Corporation Commission

DOCKETED

OCT 16 2008

DOCKETED BY

MM

We strongly object to the extremely exorbitant rate increase request by Arizona American Water Co. This increase doubles the average bill that we pay. We are seniors on a fixed monthly income. We feel we shouldn't have to pay this exorbitant rate for a residence. Which is rarely occupied. The rate we have been paying is too much. We hope to retire there in the near future, but with utilities like this, we surely won't be able to survive on social security income, & live there year round.

We would appreciate your consideration in this matter.

Thank you,
Cecil & Susan Burnette
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

10/15/08 Emailed the following response to Cecil & Susan Burnette.

October 15, 2008

RE: ARIZONA AMERICAN WATER COMPANY

Dear Cecil & Susan Burnette:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 10/15/2008

Opinion No. 2008 - 72136

W-01303A-08-0227
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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 72138

Date: 10/15/2008

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Michael

Hansen

Account Name:

Michael Hansen

Home: [REDACTED]

Street:

[REDACTED]

Work: (000) 000-0000

City:

Lake Havasu City

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: E-Mail

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

10/15/08 Dockted under W-01303A-08-0227

HAVASU WATER DISTRICT

Michael Hansen
[REDACTED]

Phone (Home): [REDACTED]

Email: [REDACTED]

Name of Utility Co.: Arizona American Water Co.

Name on Bill: Same as above

Account Number: [REDACTED]

Company Contacted: Yes

Recently, I received notice that Az-Am water co., was requesting A 200% increase on my water rate. They cite investment in better service, electric rates, etc. I am strongly opposed to allowing this increase. They are the worst utility Co. that I've ever dealt with. I've hat two main line breaks, directly behind my house in the last three years. On my street alone there's a water outage at least 2 times a year, they range from 6 to 24 hours approx.

I've not seen any evidence in upgrading existing main lines, only repair of existing lines. My electric rates have gone up also, I can't ask Social security to increase my benefit 200%. Please do not approve this increase, most of the folks in this area are fixed income retired , or minimum wage earners.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

10/15/08 Emailed response to Mr. Hansen.

October 15, 2008

RE: ARIZONA AMERICAN WATER COMPANY

Dear Michael Hansen:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 10/15/2008

Opinion No. 2008 - 72138

W-01303A-08-0227
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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 72133

Date: 10/15/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Doyle **Last:** Pratt

Account Name: Doyle 7 Dolores Pratt

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Bullhead City

CBR: [REDACTED]

State: AZ **Zip:** [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

10/15/08 Docket Number: W-01303A-08-0227
MOHAVE WATER DISTRICT

Doyle and Dolores Pratt
[REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

Docket you wish to comment on: Rate Increase
Case or Utility Name: American Arizona Water
Docket Number: W-01303A-08-0227
Position on Docket: Con

We are against the amount of the increase being asked for. Everyone knows that due to many factors companies have additional expenses, but the rate increase being requested is excessive, added to the recent Mohave Electric increase many retired people are having difficult time making ends meet.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/15/08 Emailed the following response to Mr. and Mrs Pratt.

October 15, 2008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

RE: ARIZONA AMERICAN WATER COMPANY

Dear Mr. and Mrs. Pratt:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 10/15/2008

Opinion No. 2008 - 72133

W-01303A-08-0227
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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 72137

Date: 10/15/2008

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By: Dorothy

Meoli

Account Name: Dorothy Meoli

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Bullhead City

CBR: [REDACTED]

State: AZ **Zip:** [REDACTED]

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

10/15/08 Docketed under W-01303A-08-0227

MOHAVE WATER DISTRICT

Dorothy Meoli

Phone: [REDACTED]
Email: [REDACTED]

Docket you wish to comment on: Request to increase rates for water service

Case or Utility Name: Arizona American Water Company

Docket Number: W-01303A-0227

Position on Docket: Con

I attended a community meeting last night in Bullhead City regarding the increase Arizona American Water is requesting you to approve. I oppose the requested increase of 40.5% at this time. This request from the water company comes at a time when the entire county is facing a serious recession, with no improvement in sight. Many of us are on a fixed income and with all of the other increases in utilities, food, etc., it will create more of a hardship than we are already enmeshed in at this time. Your consideration to this request will be greatly appreciated. I would appreciate hearing from you regarding this matter.

Thank you,

Dorothy Meoli

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

10/15/08 Emailed the following response to Ms. Meoli.

October 15, 2008

RE: ARIZONA AMERICAN WATER COMPANY

Dear Dorothy Meoli:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 10/15/2008

Opinion No. 2008 - 72137
